

Dear Access-a-Ride Customer,

For the past several months, the RTD Board of Directors has been discussing proposed modifications to the Access-on-Demand (AoD) program following the Paratransit Peer Review completed in 2024. After extensive analysis and public input, the Board has announced several AoD program modifications.

We are writing to inform you of those important changes to RTD's Access-on-Demand program, which will take effect on January 1, 2026.

### **What's Changing in 2026?**

- **Fare per trip:** Trips will cost \$4.50. If you qualify for RTD's LiVE program, your fare will be \$2.25 per trip.
- **Subsidy amount:** Per-trip subsidy will be reduced from \$25 to \$20.
- **Service hours:** Service will follow ADA paratransit hours, with no service available between 1:30 a.m. and 3:30 a.m.
- **Stops allowed:** You may add up to 2 stops per trip with providers that support this feature. Each provider may have specific rules and costs associated with this feature.

### **What Stays the Same?**

- **Number of trips:** AoD will continue to allow 60 trips per month.
- **Service area.** Trips must begin and end within the RTD service boundary.

### **How Do I Find Out More About the LiVE Program?**

Qualified LiVE participants receive a 50% discount on fares throughout the RTD service area for Access-a-Ride and Access-on-Demand.

- Learn more about LiVE at <https://www.rtd-denver.com/fares-passes/pass-programs/live>
- The LiVE program application is available on the Colorado State benefits site, PEAK, at [https://peak.my.site.com/peak/s/peak-landing-page?language=en\\_US](https://peak.my.site.com/peak/s/peak-landing-page?language=en_US)

### **What Do I Need to Do?**

Customers must re-enroll in Access-on-Demand.

- A new enrollment period begins on November 3, 2025. RTD will notify all paratransit customers prior to this date.
- Do not re-enroll before November 3, as the new forms will not be available until then.
- Please notify us if you need to have an enrollment form mailed to you.



- To avoid service interruption, complete your re-enrollment in November or early December. If you do not enroll before January 1, 2026, you may experience a delay in use of AoD due to high enrollment volume.

Thank you for your prompt attention to re-enrollment. Completing the re-enrollment form in November will help ensure you continue receiving AoD service without interruption.

Best regards,

RTD Paratransit Services